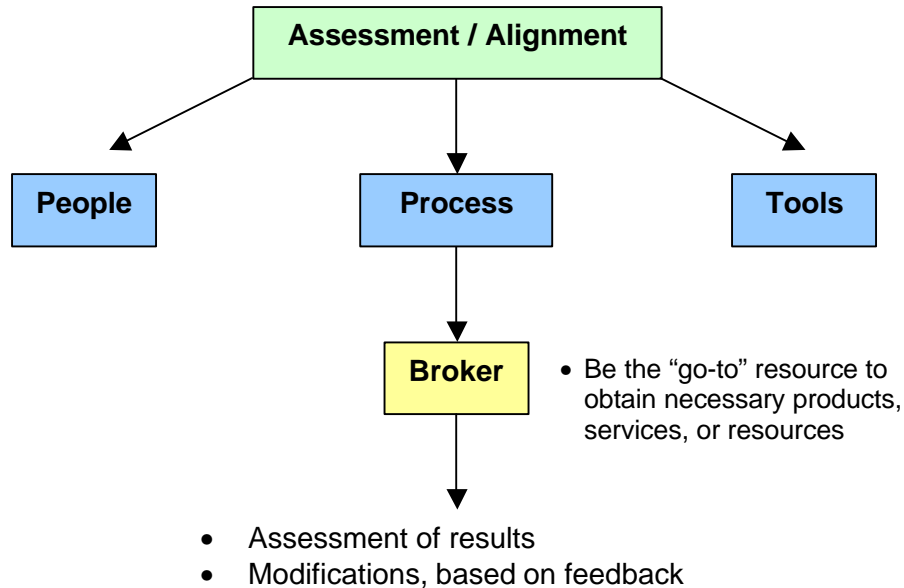


# Performance Consultant Overview & Scorecard

**FSA:** Achieve Performance Excellence goals

**FSAU:** Assist organizational units understand and achieve desired performance goals through use of performance consultants

## Performance Consultants:



## Scorecard:

Contributions	Measures	Progress Check Date
Serve as resource to assist organizational units identify, acquire, and deploy performance solutions	<ul style="list-style-type: none"><li>• # of requests (per month)</li></ul>	10-15-2002
Establish a clear process for providing products and services to customers, including: <ul style="list-style-type: none"><li>• Create process flow chart</li><li>• Create accompanying forms/documents</li><li>• Communicate process to key players</li><li>• Identify performance consultants</li></ul>	<ul style="list-style-type: none"><li>• # of proposals (per quarter)</li><li>• # of new projects (per quarter)</li><li>• Response time (between request and proposal)</li></ul>	10-15-2002
Deliver products and services to customer's satisfaction	<ul style="list-style-type: none"><li>• # of completed projects (bi-annually)</li><li>• Cost(s)</li><li>• Customer reception (feedback survey / form)</li></ul>	1-15-2003